

FINELINE

A Division of Finance monthly communication service

State of Utah

Department of
Administrative
Services

August 2006



Happy Birthday NEW FINET

Jerry Gearheart of the Division of Finance and Marcie Gibboney of CGI-AMS led the FINET team of developers, accountants, consultants, trainers, and support staff.

July 3, 2006, was a monumental day for the Division of Finance and state financial employees. It was the day we officially ended nearly 23 months of preparation and launched the new FINET system into statewide use. The preparations included thousands of hours of creative effort extended by the Division of Finance and individual agencies in order to be ready for this grand event. All of this preparation paid off! The first few weeks have certainly brought a few challenges and even a surprise or two, but overall, considering the magnitude of this undertaking, the changeover has been smooth and the problems surmountable.

One of the biggest reasons for the smoothness of this conversion has been the patience and cooperation

of state employees at every level of this project. As we have tackled issues related to this venture, for the most part, everyone has been helpful which has made problem-solving more efficient. New-year business is moving along nicely, though we expect the next four to six weeks to be sprinkled with a few twists and turns as we close out the old year. We believe the new FINET system is off to a great start and we are excited with the possibilities the new system brings.

As an additional vote of confidence and recognition of the hard work offered to get to this point, Governor Huntsman declared July 3, 2006, as State Financial Employee Day. This honor is "frosting on the cake" and we appreciate Sandy Naegle who suggested it to the Governor.



FINET HELP DESK UPDATE

As of July 18th, the FINET Help Desk has handled 1797 calls since new FINET was officially released on July 3. Since the release, the help desk routinely handles about 163 calls per day and many days that number comes closer to 200. Prior to the release of new FINET, the help desk was handling around 20 to 40 calls per day.

But What Does It All Mean?

In the past, folks who called the help desk had become accustomed to quick service with immediate answers to their questions. That day will come again. But currently, because of the sheer number of calls received by the help desk, answers to your questions may not be as timely as you wish they could be. We have added extra people to take calls and others to answer questions left on messages. The time required to answer these questions has increased because none of us are as familiar with the new system as we are with the old. Be patient with us and with yourselves and fellow associates. Within a few months the training curve will begin to straighten out and our help desk folks will be as lonely as the Maytag repair man!

What Can I Do?

Below are a few suggestions that may help to facilitate quicker answers to your questions:

- If you are unable to reach a technician, leave a very detailed message stating your question, the pages and fields involved and as much detail as possible. This allows the technician to have an answer for you when he calls you back rather than having to trouble shoot while on the phone.
- If you leave a message, stick close to the phone. If you are not there when we call you back, we move on to the next call and your question must make its way back to the top of the list.
- Calls to the help desk should not be training sessions. Please do as much as you can by yourself with the use of the online help system. Fill in what you can and then call the help desk with questions regarding the errors you are unable to get past. With so many people waiting for help, we can't complete the task with you on the phone but rather, we need to direct our attention to specific questions so that more people can be helped.

We expect the volume of calls to the help desk to remain high through the month of July and August until the old year is closed out. We will work through these months together and we believe with each passing week all of us will become better and better at perfecting our new FINET expertise. Thank you so much for your on-going patience.

Ken Roner Earns Excellence in Public Service Award



Our own Ken Roner of the FINET Help Desk received the UPEA Mountain America/KSL Public Employee Salute Award for outstanding customer service at the help desk. Ken received the award signed by the governor, and a special tribute broadcast over KSL radio on the Doug Wright Show. He was honored for his patience, kindness, and splash of humor at moments when callers are frustrated and anxious. “He is genuinely pleasant and helpful no matter how many times some users may call asking the same questions and everyone who calls Ken knows they will hang up with their problem solved.” He is known throughout all the state agencies as an advocate and a friend. Congratulations Ken on the award and especially on doing such an outstanding job.



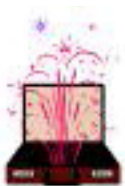
Did you Know? Calvin Coolidge, our 30th president, refused to use a telephone while in office. Good thing he never worked at the help desk!

Help Desk FAQs [frequently asked questions]

Q. Is there a way that I can get a FINET ICON on my desk top and just click on it to get to the FINET log on page?

A. There is. Click and drag the symbol on the address line to your desktop.

What to do?



When you first get to the FINET log on screen, before logging on, look in the address line and you will see the letter ‘e’ on top of a depiction of the state of Utah. This is to the left of the ‘http’ part of the address. Make the Internet Browser smaller so some of your desktop is showing. Then left click with your mouse on the symbol and drag it to your desktop and let go. An ICON will appear there. You are free to move it to where you want to see it. Then in the future you can just click on the ICON and you will go straight to the FINET log on page. If you have questions, call the FINET help desk at 538-9690.

Training Update

The FINET trainers, and other Division of Finance staff, are working full time on the FINET help desk helping you make the transition to the new FINET. This will last for a few more weeks but they expect to be back in the classroom toward the end of August. Watch the FINET list server for more information. You may access on the on-line help by clicking on the HELP button in the Primary Navigation panel (top of the screen) in FINET, and you can access the on-line courses by linking to



http://www.finance.utah.gov:8090/quest/FINET/mergedProjects/New_FINET_training/Courses.htm

Trainer Tips

Look for tips on using the new FINET from the Finance Trainers in each issue of the FineLine. This month, we want to walk through the process of printing documents in the new FINET.

NOTE: This information comes directly from the FINET on-line Help

Printing a Document

To access on-line HELP information on printing documents:

1. Click on the HELP button in the Primary Navigation panel of new FINET.
2. Type "printing" in the search bar of the on-line Help.
3. Select the Page titled "Printing" from the Table of Contents on the left of your screen.
4. A Help page opens, giving you the following step-by-step instructions for printing documents, including a video that shows the process on a commonly printed document.

Document Print

This is available for selected documents only.

1. Select the **PRINT** tab at the bottom of the document.
 - a) Result: The Print dialog page opens.
2. Select the PDF version from the **PRINT JOB** drop down.
3. Check the **VIEW FORMS** checkbox
4. Click the **PRINT** link.
 - a) Result: you are returned to the open document
 - b) Result: you should see a message at the top of the document that indicates that the Print Job was successfully submitted.
5. Select the **CLOSE** tab at the bottom of the document.
6. From the Secondary Navigation Panel, select **MESSAGE CENTER: FORMS**
7. Select the **VIEW PDF** link next to the document you printed. Result: the document print opens in a separate Adobe Reader window.
8. You can print a hard copy of the document using the **PRINT** icon in the Adobe Reader toolbar.
9. You can save a copy of the document using the **SAVE** icon in the Adobe Reader toolbar.



Requesting Customer Numbers in New FINET

Before submitting a VCC document for a new customer number, be sure to use the lookup feature in the receivable document to search for a current customer. A customer should be searched by Legal Name and by Alias/DBA using wild cards. For example, to find a doctor named Joe Bradley, put *BRADLEY* in the Legal Name field and search. Then put the same thing in the Alias/DBA field and search. If the customer needed is not found, then follow the VCC instructions below.

Create a new VCC document from the Document Catalog

1. Enter your Department ID
2. Identify what automatic document numbering (ADNT) has been set up for this document and your department/division. Enter the ADNT in the ID field, and check the box for Auto Numbering
3. Click on Create

In the VCC you will need to enter the following information:

Vendor/Customer

General Information

1. Check the box under Vendor/Customer for **Auto Generate**
2. Select **Organization Type** (either Individual or Company)
3. If Company, enter **Company Name**
4. If Individual, enter **First, Middle, Last Name**
5. If applicable, enter **Alias/DBA**
(Customer only: This Alias/DBA will print as the second line on any printed invoice or statement.)



Headquarters

1. If this vendor should be linked to a headquarters account, select the headquarters customer number here. If not, leave this section blank.

Organization (Required for a Vendor; **Optional for Customer** but enter if known)

1. Select **Classification** (Individual, Incorporated, Partnership, etc.)
2. Enter **Taxpayer ID Number** (for employees leave blank)
3. Select **Taxpayer ID Type** (EIN or SSN)(for employees leave blank)

Accounts Receivable

1. Select "check" as the **Default Receipt Type**

Address (all customers need a billing address)

1. Click on Insert New Line
2. Select "billing" as the **Address Type**
3. Under Address Information, check the box for **Auto Generate** below Address ID.
4. Enter **Street, City, State, Zip, Phone**
5. Optional: Enter Contact Information if available
 - a. Under the Contact information, check the box for **Auto Generate**
 - b. Enter the **Principal Contact**
 - c. Optional: enter other contact information

Customer Account (**MUST be completed for all customers**)

1. Click on Insert New Line.
2. Enter your Department's **Billing Profile** that will be used to bill this customer.

NOTE: The VCC document will validate and process without this Customer Account BUT the Customer will not be useable. If this section is omitted or an existing customer is not linked to your Department's billing profile, then process a VCM document to add this information.

Certification

1. Click on Insert New Line
2. Change **Customer Active Status** to Active
3. Change **Customer Approval Status** to Complete

NOTE: The VCC document will validate and process without this Certification BUT the Customer will not be useable.



When you are finished entering information, click **Validate** at the bottom of the page to check for errors and then click **Submit**. The VCC will be work flowed to Finance for review and approval.

No Need for Vendor Wild Cards

When searching for a particular vendor in the new Datawarehouse (State DW) using the Vendor Name Lookup Web Query, you no longer need to use the * or wildcards. The system will automatically do a wild card search.

For example, if you enter **PACKARD** in the Query bar, your search result will include any entry that includes **PACKARD** in the title.

Y	N	HEWLETT PACKARD CO	ATLANTA 402106	11552GJ	****81436	Payment
Y	N	HEWELETT PACKARD CO	ROSEVILLE	11552GO	****81436	Payment
Y	N	HEWELETT PACKARD CO	ROSEVILLE	11552GO	****81436	Procurement
Y	N	HEWLETT PACKARD CO	ATTN: GEM ORDER ENTRY	11552GT	****81436	Payment
Y	N	HEWLETT PACKARD CO	ATTN: GEM ORDER ENTRY	11552GT	****81436	Procurement
Y	N	KRISTEN PACKARD		121000A	****65199	Payment
Y	N	KRISTEN PACKARD		121000A	****65199	Procurement
Y	N	PACKARD CHIROPRACTIC		122828A	****47744	Payment
Y	N	PACKARD CHIROPRACTIC		122828A	****47744	Procurement
Y	N	HEWLETT PACKARD CO	COMPAQ COMPUTER	1552GB	****81436	Payment
Y	N	HEWLETT PACKARD CO	COMPAQ COMPUTER	1552GB	****81436	Procurement
Y	N	PACKARD WHOLESALE & DISTRIBUTING		27335J	****51860	Payment
Y	N	PACKARD WHOLESALE & DISTRIBUTING		27335J	****51860	Procurement
Y	N	PACKARD WHOLESALE		37734A	****51860	Payment
Y	N	PACKARD WHOLESALE		37734A	****51860	Procurement
Y	N	PACKARD WHOLESALE		37734AA	****51860	Payment
Y	N	PACKARD WHOLESALE		37734AA	****51860	Procurement
N	Y	J D PACKARD DMD		P00001162100		Billing

To narrow the search, add an additional word in the Query bar. For example, **PACKARD** and **WHOLESALE** would eliminate about half of the search results received in the previous search.





New FINET Calendar

July 28	OLD year check cancellation cutoff for old year.
July 28	FINAL PAYMENT DATE. Last day to make ANY OLD Year Payments in OLD FINET. Any payments after this date will be made in NEW YEAR, NEW FINET. Process a closing accrued expenditure IAT (form FI 61E) for old year payments made in new FINET after this date.
July 28	Finance runs the FINAL Purchase order roll or lapse (EPNY) job.
July 28	Last day to process all OLD year petty cash reimbursements.
July 28	NO MORE OLD YEAR purchasing transactions can be entered in old FINET after this date.
July 28	Cutoff for July OLD #2 FINET month-end reports.
July 28	Process all OLD year inter-agency IATs by this date (notify buyer agency's main budget officer).
Aug. 1	Final calculation of dedicated credits lapsing amounts.
Aug. 1	Finance distributes July OLD #2.
Aug. 1	Finance distributes Closing Schedule #2, including non-budgeted line items.
Aug. 5	Run JULY NEW FINET month end.
Aug. 8	JULY NEW FINET month end reports available on Data Warehouse.
Aug. 11	Final cutoff for all OLD year documents entered by departments into OLD FINET.
Aug. 11	Closing schedules due back to State Finance.

New FINET Reports in Data Warehouse

Remember that reports from new FINET will only be available on the new Data Warehouse (State DW). You can get to the State DW from the link at the top of the screen within new FINET. Please refer to the instructions that were emailed out to the FINET and Data Warehouse list servers. If you have questions about these reports, please contact the Data Warehouse staff at 538-3245.

Updated Vendor Request Instructions

An updated version of the instructions sent out in last month's FineLine for setting up vendors in new FINET is available if you click on the link below. You can also access this updated document under the *What's New* link on our website.

http://finance.utah.gov/pdf/revised_instruction_for_vcc_document.pdf

